

DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
MEDICAL ASSISTANCE ADMINISTRATION  
Olympia, Washington

**To:** All Providers  
Managed Care Plans  
**Memorandum No.:** 04-27 MAA  
**Issued:** July 9, 2004

**From:** Douglas Porter, Assistant Secretary  
Medical Assistance Administration  
**For Information Contact:**  
1-800-562-6188

**Subject: Quality Chart Reviews of Client Medical Records**

The Medical Assistance Administration (MAA) has contracted with review organizations to conduct several quality review studies to fulfill state requirements.

Each year the Medical Assistance Administration (MAA) contracts with external quality review organizations to independently review the quality of care received by Medical Assistance clients. In 2004 these quality review organizations will conduct several studies to fulfill state requirements.

A number of the planned studies require client chart reviews. The quality review organizations will conduct chart reviews in one of two ways:

1. By reviewing the original client charts at the provider's office, or
2. By reviewing a copy of the charts, which the provider must submit upon the request of the quality review organization. (**Note:** MAA does not reimburse providers separately for the cost of providing this information. This is considered an administrative cost and is included as part of the reimbursement payments for medical services).

The quality review organization will determine whether the chart review is performed at the provider's office or off site.

Providing this information to the quality review organization does not violate the privacy requirements of the Health Insurance Portability and Accountability Act (HIPAA).

We appreciate your support and cooperation with the planned quality review activities. Please contact the Medical Assistance Customer Service Line at (800) 562-6188 if you have any questions regarding the review process.

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.